



*Water has no substitute...Conserve it!*

Media Contact: Jonell S.T. Kaohelauii  
Information & Education Specialist  
Phone: 808- 245-5461  
Mobile: 808-755-5432  
Email: [jkaohelauii@kauaiwater.org](mailto:jkaohelauii@kauaiwater.org)

## **News Release**

For Immediate Release: April 14, 2020

### **DOW continues late payment fee waiver until further notice**

LIHUE – The Department of Water (DOW) continues to monitor the effects of the COVID-19 situation and are mindful of its customer's ability to make on-time payments during this time. Therefore, DOW intends to continue to waive its late payment fee; upon request, for customers in need. The late payment fee waiver applies to billing statements dated from March 1<sup>st</sup>, 2020 until further notice.

Customers with concerns about the status of their water service account may call DOW's Billing Services at 245-5442 during normal business hours: 7:45 a.m. to 4:30 p.m.; Monday to Friday, except on holidays.

DOW's existing customer support options also include: payment plan options and 24-hour access to online account management tools via the Customer Account Portal.

As a reminder, DOW's main office remains closed to in-person services however, additional convenient payment methods includes; check or money order payments by mail or at the payment drop box located at our office in Lihue. Online payments with debit or credit cards are also accepted via the Customer Account Portal at [www.kauaiwater.org](http://www.kauaiwater.org).

For more information, please contact the Department of Water at 245-5442 or 245-5400.

###